GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:252
ANSWERED ON:26.07.2006
APPOINTMENT OF OMBUDSMAN
Deora Shri Milind Murli

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government has any proposal to appoint an Ombudsman to settle grievances and disputes of telecom subscribers;

(b) if so, the details thereof alongwith the likely jurisdiction and status of the Ombudsman; and

(c) the time by which it is likely to be appointed?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) to (c) The Government does not have any proposal to appoint an Ombudsman to settle telecom subscribers grievances and disputes. However, the Industry has proactively announced that it intends to set up telecommunication sector Ombudsman, to address the subscriber grievances and disputes. No limit can be given by the Government for this industry initiative.